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EXAMINER

BRUCKART, BENJAMIN R

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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

<b>Office Action Summary</b>	<b>Application No.</b> 09/823,678	<b>Applicant(s)</b> PAK, WAI H.	
	<b>Examiner</b> BENJAMIN R. BRUCKART	<b>Art Unit</b> 2446	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 28 April 2009.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 23-34, 37-44, 46-53, 55-62, 65-96 and 100-107 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 23-34, 37-44, 46-53, 55-62, 65-96 and 100-107 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 31 March 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)            | 4) <input type="checkbox"/> Interview Summary (PTO-413)           |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)   | Paper No(s)/Mail Date. _____                                      |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date <u>4-29-09</u> .   | 6) <input type="checkbox"/> Other: _____                          |

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### **Detailed Action**

#### **Status of Claims:**

Claims 23-34, 37-44, 46-53, 55-62, 65-96, 100-107 are pending in this Office Action.

Claims 1-22, 35-36, 45, 54, 63-64 and 97-99 remain cancelled.

Claims 104-107 are new.

### **Information Disclosure Statement**

The information disclosure statement of 4/29/09 is considered.

### **Response to Arguments**

Applicant's arguments filed 4/28/09 have been fully considered but are moot in view of new grounds of rejection. See arguments below.

### **Advancing Prosecution**

The applicant is encouraged to detail the claims with respect to work requests coded separately and distinctly from specification page 15 with the vendor configuration of page 19, the server modules and features of page 24, and the cache of page 38 into independent with the currently claimed features to expedite the case towards allowance. (see the interview of 4/30/09).

### **Applicant's invention as claimed:**

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### **Claim Rejections - 35 USC § 103**

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

**Claims 23-96, 100-107 are rejected under 35 U.S.C. 103(a) as being unpatentable by U.S. Patent No. 6,772,216 by Ankireddipally et al (herein after “Ank”) in view of U.S. Patent Publication No. 20010024497 by Campbell et al in further view of U.S. Patent No. 6,185,288 by Wong.**

Regarding claim 23, the Ank reference teaches a method comprising:

forming a message (Ank: col. 5, lines 2-5), wherein

said forming comprises

inserting customer relations management system information (Ank: col. 7, lines 1-17; col. 6, lines 41-46; the data) and other customer relations management system information into said message (Ank: col. 7, lines 1-17; message exchange semantics); and

configuring said message to be pushed from a communications server by encoding at least a portion of said message in a standard format recognized by said communications server (Ank: col. 7, lines 1-17; message encoded in XML and transmitted Fig. 6),

said customer relations management system information comprises at least one of agent information and work item information (see next two limitations),

said agent information comprises information regarding an agent (Ank: col. 4, lines 62-65; protocol of the agent),

said work item information comprises information regarding a work item (Ank: col. 6, lines 14-21; format and standard),

said other customer relations management system information is other than said agent information and said work item information (Ank: col. 7, lines 1-17), and

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said other customer relations management system information comprises at least one of a command, request, and a notification (Ank: col. 7, lines 1-17; message exchange semantics).

The Ank reference fails to teach channel drivers.

However, the Campbell reference teaches:

receiving incoming customer support requests at a communications server (Campbell: page 2, para 41), wherein said communication server receives said incoming customer support requests from said channel driver in communication with a communications channel (Campbell: page 2, para 41), and

causing said communications server to route said incoming customer support request to an agent (Campbell: page 5, para 80, 82)

said causing routes said incoming customer support request to said agent as a work item (Campbell: page 6, para 86; page 7, para 99),

said causing routes said work item using said message (Campbell: pages 6-7, para 89 (faxes), 92 (chat msgs), 99(voicemail)),

said causing comprises pushing said message from said communications server (Campbell: page 6, para 86),

said pushing is performed in response to said receiving said incoming customer support request (Campbell: page 2, para 41)

in order to route customers to knowledgeable and available service agents for faster and more satisfactory processing of the request (Campbell: page 1, para 16-18)

It would have been obvious at the time of the invention to one of ordinary skill in the art to create the invention as taught by Ank to include routing messages as taught by Campbell in order to route customers to knowledgeable and available service agents for faster and more satisfactory processing of the request (Campbell: page 1, para 16-18).

The modified Ank reference fails to teach media types associated with a channel driver.

However, in analogous art, the Wong reference teaches channel drivers for accessing a channel (Wong: col. 4, lines 45-55), a media type of said communications channel is one of a plurality of media types, and said channel driver is configured to communication said communications channel using said media type (Wong: col. 4, lines 45-55; col. 5, lines 24-54);

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communicating said message between said communication server and said channel driver, wherein said message is configured to transport said customer relations management information between said communication server and said channel driver (Wong: col. 3, lines 43-44; col. 4, line 20; from media to MCSS) in order to provide a single solution for multi-media by offering a solution to reduce and eliminate complex and diverse types of calling equipment (Wong: col. 1, lines 44-50).

It would have been obvious to one of ordinary skill in the art at the time of the invention to create the invention of modified Ank to include the media based channel drivers as taught by Wong in order to provide a single solution for multi-media by offering a solution to reduce and eliminate complex and diverse types of calling equipment (Wong: col. 1, lines 44-50).

Regarding claim 24, the method of claim 23, wherein

said notification comprises at least one of notification of an event and autonomously provided information (Ank: col. 7, lines 40-61).

Regarding claim 25, the method of claim 23, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information (Ank: col. 16, lines 26-31; connection information) and rule information.

Regarding claim 26, the method of claim 23, further comprising:

communicating said message from said communications server to a universal queuing system (Ank: col. 18, lines 43-57)

Regarding claim 27, the method of claim 23, wherein

said other customer relations management system information comprises said command, said command configured to cause a module receiving said message to perform an operation (Ank: col. 18, lines 58-67).

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Regarding claim 28, the method of claim 23, wherein  
said other customer relations management system information comprises said request, said  
request configured to cause a module receiving said message to reply with requested customer  
relations management system information (Ank: col. 7, lines 43-59; Fig. 6).

Regarding claim 29, the method of claim 23, wherein  
said other customer relations management system information comprises said  
notification, said notification is generated by a module generating said message (Ank: col. 8,  
lines 44; col. 18, lines 34-39).

Regarding claim 30, the method of claim 23, wherein  
said message defines a function, and  
said function is one of an agent-related function, a work item-related function, a statistics-related  
function and an administrative function (Ank: col. 18, lines 34-67).

Regarding claim 31, the method of claim 23, wherein  
said agent-related function is one of an AgentLogin command, an AgentLogout command, an  
AgentInitAuxWork command, an AgentAllMediaAvailable command, a  
ChangeAgentMediaMode command, a ChangeAgentskill command, a RequestAgentstate  
request, a RequestAgentMediaMode request, a Requestsystemstate request, a  
RequestAgentWorkableList request, a RequestWorkItemAssignment request, a  
RequestAgentWorkItemList request, and a RequestAgentMediastate request (Ank: col. 18, lines  
24-42).

Regarding claim 32, the method of claim 23, wherein  
said work item-related function is one of an AddWorkItem command, a  
RequestWorkItemstatus request, an AcceptWorkItem command, a RejectWorkItem command, a  
CompleteWorkItem command, a WrapupWorkItemResponse command, a  
WrapcompleteWorkItem command, an HoldWorkItem command, an UnldoldWorkItem

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command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItem-roRoute command (Ank: col. 18, lines 24-58).

Regarding claim 33, the method of claim 23, wherein

said statistics-related function is one of a SetchannelstatInterval command, a SetRoutestatInterval command, a StartAgentstat command, a StopAgentstat command and a Getsystemstatistics request (Ank: col. 7, lines 57-61).

Regarding claim 34, the method of claim 23, wherein

said administrative function is one of a UQOpenconnection command, a UQReopenconnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command (Ank: col. 3, lines 44-53).

Regarding claim 35, the method of claim 23, further comprising:

sending said message (Fig. 6).

Regarding claim 36, the method of claim 35, further comprising:

receiving said message (Fig. 6).

Regarding claim 100, the method of claim 23, wherein forming a message further comprises:

packaging and un-packaging said customer relations management system information and said other customer relations management system information using a data transfer protocol (Ank: col. 7, lines 1-17; col. 6, lines 41-46; the data and message exchange semantics (objects) are encapsulated (packed) into message and transmitted and extraction col. 12, lines 32-48).

Regarding claim 104, the modified Ank reference teaches the method of claim 23.

The modified Ank reference fails to teach media types associated with a channel driver.

However, in analogous art, the Wong reference teaches where an interface between said communications server and a plurality of channel drivers is configured to provide

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communications between said communication server and said channel drivers (Wong: col. 3, lines 16-42),

said channel drivers comprise said channel driver, each of said channel drivers is configured to be coupled to at least one of a plurality of channel communications channels (Wong: col. 5, lines 24- col. 21),

said communications channel comprise said communications channel, and a media type of each communications channel is one of said media types (Wong: Fig. 1) in order to provide a single solution for multi-media by offering a solution to reduce and eliminate complex and diverse types of calling equipment (Wong: col. 1, lines 44-50).

It would have been obvious to one of ordinary skill in the art at the time of the invention to create the invention of modified Ank to include the media based channel drivers as taught by Wong in order to provide a single solution for multi-media by offering a solution to reduce and eliminate complex and diverse types of calling equipment (Wong: col. 1, lines 44-50).

Claims “37-45; 46-54; 55-64; 65-72; 73-80; 81-88; 89-96; 101-103” are substantially similar to claims 23-36 in scope and are therefore rejected according to the same rationale as cited above.

### **REMARKS**

The applicant has amended the claims to detail media based channels.

### **Conclusion**

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO

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MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benjamin R. Bruckart whose telephone number is (571) 272-3982. The examiner can normally be reached on 9:00-5:30PM. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jeff Pwu can be reached on (571) 272-6798. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Benjamin R Bruckart  
Examiner  
Art Unit 2446

/Benjamin R Bruckart/  
Primary Examiner, Art Unit 2446